
Finance and Information Services

In this section you will find the Finance and Information Services Mission Statement with a summary list of core services provided by division. Following the core services list, we include the mission statements of each division, along with lists of their outcomes, accomplishments for the year 2003, and action plans for the year 2004.

Mission Statement

Manage the financial and technical affairs of the City, to support all City operations through comprehensive and integrated financial and information services while complying with applicable Federal, State, and local regulations.

Division Core Services

Finance - Manage the financial affairs of the City.

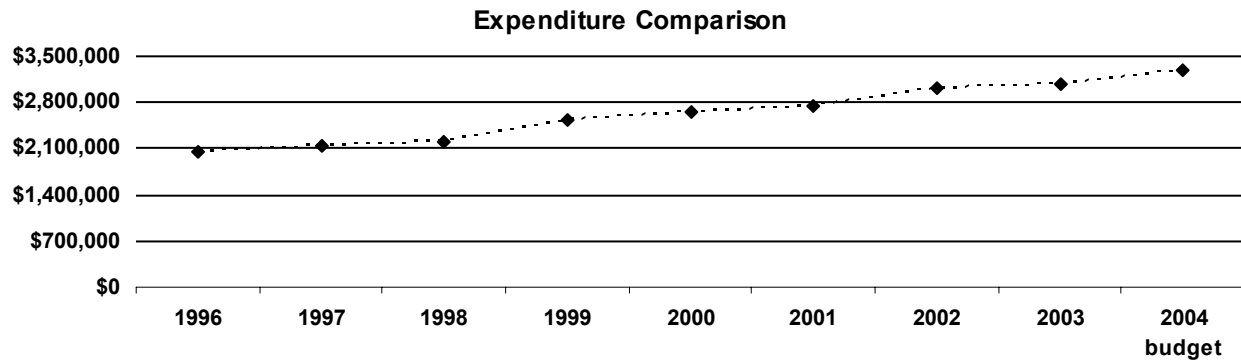
- Financial and Regulatory Accountability
- Fiscal Analysis
- Payroll Processing
- Utility Customer Services

Information Services- Manage the computer systems, communications, data support, print services, and mail management of the City.

- Citywide Voice/Data Communications
- Operating and Database Systems
- Strategic Applications
- Technical Support Help Desk
- Print Services and Mail Management

An overview of the Finance and Information Services expenditures is shown in figure 3-4, followed by expenditures by division and category.

Figure 3-4. Finance and Information Services Overview



Expenditure Budget by Division - Finance and Information Services

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Finance	1,483,563	1,591,454	1,720,300	1,659,710	1,766,200	2.7%
Information Services	1,269,969	1,432,585	1,529,000	1,426,355	1,530,600	0.1%
Operating Total	2,753,532	3,024,039	3,249,300	3,086,065	3,296,800	1.5%
CIP	0	0	0	0	0	N/A
Total	2,753,532	3,024,039	3,249,300	3,086,065	3,296,800	1.5%

Expenditure Budget by Category - Finance and Information Services

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Regular Salaries	1,586,178	1,753,533	1,886,900	1,873,464	1,956,800	3.7%
Part Time Salaries	94,296	108,851	51,400	90,511	62,000	20.6%
Overtime	27,572	28,205	9,800	23,558	45,200	361.2%
Personnel Benefits	384,649	390,891	439,800	415,020	472,000	7.3%
Supplies	131,836	150,578	137,500	135,422	130,500	-5.1%
Other Services & Charges	529,001	584,755	702,700	546,793	620,300	-11.7%
Capital Outlay	0	7,226	21,200	1,296	10,000	-52.8%
Interfund Payments	0	0	0	0	0	N/A
Operating Total	2,753,532	3,024,039	3,249,300	3,086,065	3,296,800	1.5%
CIP	0	0	0	0	0	N/A
Total	2,753,532	3,024,039	3,249,300	3,086,065	3,296,800	1.5%

Major Department Changes for 2004

Major department changes are given below, followed by staffing levels.

Personnel Costs:

Salaries (\$80,500 - All Divisions)

Departmental salary increases include 3 percent cost of living, and 1.1 percent step increases, longevity, and reclassifications.

Benefits (\$32,200 - All Divisions)

Departmental increases include 10 percent medical, 12 percent dental, and the new state rates for industrial insurance.

Overtime (\$35,400 - All Divisions)

Increased in order to maintain weekend coverage for monthly routine maintenance and on-call availability for Emergency Services maintenance 24/7.

Other Operating Changes:

Department Net Changes (-\$100,600)

Department changes are a result of management efforts to examine department core services and line item true-ups based on prior years. Changes include telephone systems -\$25,000, training -\$31,000, repairs -\$18,000, capital one time items -\$11,200, other miscellaneous items - \$15,400. Salaries in the Finance Division have been reallocated to part time salaries in the Information Services Division.

Staffing Levels by Division - Finance and Information Services

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Finance	21.5	21.5	21.5	21.5	21.5	0.0%
Information Services	13.8	13.8	13.8	13.8	13.8	0.0%
Total FTE	35.3	35.3	35.3	35.3	35.3	0.0%

Divisions by Fund Number

The Finance and Information Services Department is included in the General Fund (000/004).

Finance Division

Following the mission statement and lists of outcomes, accomplishments, and action plans, we include charts for Finance Division expenditures, 2004 funding decisions, and staffing levels.

Mission Statement

Directly monitor and report all cost centers of the City and to support all city operations through comprehensive and integrated financial information services while complying with all mandated regulations.

Outcomes

- Meet Federal, State, and local regulations by auditing, managing, paying billing, and reporting all the City's financial activity
- Fulfill City directives by publishing a balanced budget and other financial information tools on a timely and accurate basis for decision-makers and citizens.
- Meet the City's obligation to pay employees accurately and timely while adhering to all internal and external guidelines to minimize the risk of fraud and meet Federal and State requirements.
- Manage all residential, commercial, and third party vendor utility customer needs in a courteous, timely way and with respect.

2003 Accomplishments

- Paid private vendors within 45 days of invoice date, 92 percent of the time.
- Performed financial activities resulting in clean audits for more than 10 years.
- Collected an average of 90 percent of invoices billed to persons and organizations with which we conducted business for the year.
- Month end closing consistently achieved by the 3rd business day of the month.
- Began to accept credit card Utility Billing payments over the phone, serving approximately 150 customers per month.

2004 Action Plan

- Continue month end closings by the 3rd business day of each month.
- Produce annual financial report for 2003 with GASB34 implementation by May 30, 2004 for audit review.
- Pay vendors within 30 days of invoice, 75 percent of the time.

- Create performance outcomes that are quantifiable, measurable and connected to budget allocations.
- Implement an electronic funds transfer payment program with vendors to reduce paper and postage costs.

Expenditure Budget by Category - Finance Division

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Regular Salaries	994,044	1,077,741	1,163,400	1,142,181	1,203,600	3.5%
Part Time Salaries	21,451	19,121	0	17,405	0	N/A
Overtime	8,645	6,324	7,300	5,192	17,600	141.1%
Personnel Benefits	240,652	249,807	275,600	256,169	295,600	7.3%
Supplies	14,413	27,015	15,900	11,476	13,900	-12.6%
Other Services & Charges	204,358	205,364	254,100	227,288	235,500	-7.3%
Intergovernmental Services	0	0	0	0	0	N/A
Capital Outlay	0	6,082	4,000	0	0	-100.0%
Debt Service	0	0	0	0	0	N/A
Interfund Payments	0	0	0	0	0	N/A
Operating Total	1,483,563	1,591,454	1,720,300	1,659,710	1,766,200	2.7%
CIP	0	0	0	0	0	N/A
Total	1,483,563	1,591,454	1,720,300	1,659,710	1,766,200	2.7%

Funding Decisions - Finance Division

2003 Adjusted Budget	\$1,720,300
<i>2004 Budget Changes</i>	
Salaries	47,700
Salary reallocation to I.S. Division	-7,500
Overtime	10,300
Benefits	20,000
Supplies	-2,000
Training	-13,000
Machinery & Equipment	-4,000
All Other	-5,600
Total 2004 Budget	\$1,766,200

Staffing Levels (Full-Time Equivalent Employees - FTE) - Finance Division

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Regular	21.5	21.5	21.5	21.5	21.5	0.0%
Temporary Part-Time	0.0	0.0	0.0	0.0	0.0	N/A
Intermittent Part-Time	0.0	0.0	0.0	0.0	0.0	N/A
Total FTE	21.5	21.5	21.5	21.5	21.5	0.0%

Information Services

Following the mission statement and lists of outcomes, accomplishments, and action plans, we include charts for Information Services Division expenditures, 2004 funding decisions, and staffing levels.

Mission Statement

Provide communication and data support to meet departmental function and record keeping, and supply technical support services to all computer system users in the City.

Outcomes

- Provide reliable voice and data communications to all City facilities.
- Provide secure operational and data base management systems as a foundation for file, print services, and strategic applications.
- Provide strategic application programs to enable Departments to achieve their goals in a timely and efficient manner.
- Provide technical support and assistance to City users.
- Meet departments document copying/printing and mailing needs.

2003 Accomplishments

- Implemented Remote Field Reporting and provided Valley Communications data connectivity to all police vehicles for access to criminal records and mug shoots.
- Replaced 96 desktop computers and 29 mobile laptops for the Police Department.
- Consolidated the City's copiers to a two-year contract with six additional copiers without increasing lease costs.
- Negotiated a three-year contract with Qwest, for a savings of \$25,000.
- Migrated the City's financial accounting system from Informix to Microsoft's SQL reducing the number of data bases requiring support and license fees.

2004 Action Plan

- Assure telephone and voice mail systems, the data network and electronic mail are operational 99 percent of the time.
- Assure that strategic applications have an uptime of 99 percent and malfunctions cause less than 8 hours of service interruption per application per year.
- Provide help desk service response levels so that:
 - a) Routine requests are responded to by the end of the next business day and resolved within two business days.
 - b) Urgent requests are responded to within four business hours and resolved within one business day.
 - c) Mission critical requests are responded to within thirty minutes and work will begin within two hours.
- Assure that print/mail requests receive a proof within two business days and products are delivered within four business days of proof approval.
- Increase the availability of the Public Safety wireless network to an 80 percent City wide coverage area for all equipped City vehicles.

Expenditure Budget by Category - Information Services

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Regular Salaries	592,134	675,791	723,500	731,283	753,200	4.1%
Part Time Salaries	72,845	89,731	51,400	73,106	62,000	20.6%
Overtime	18,927	21,881	2,500	18,367	27,600	1004.0%
Personnel Benefits	143,997	141,084	164,200	158,851	176,400	7.4%
Supplies	117,423	123,563	121,600	123,946	116,600	-4.1%
Other Services & Charges	324,643	379,391	448,600	319,506	384,800	-14.2%
Intergovernmental Services	0	0	0	0	0	N/A
Capital Outlay	0	1,144	17,200	1,296	10,000	-41.9%
Debt Service	0	0	0	0	0	N/A
Interfund Payments	0	0	0	0	0	N/A
Operating Total	1,269,969	1,432,585	1,529,000	1,426,355	1,530,600	0.1%
CIP	0	0	0	0	0	N/A
Total	1,269,969	1,432,585	1,529,000	1,426,355	1,530,600	0.1%

Funding Decisions - Information Services

2003 Adjusted Budget	\$1,529,000
<i>2004 Budget Changes</i>	
Salaries	32,800
Part Time Salaries Reallocation	7,500
Overtime	25,100
Benefits	12,200
Supplies	-5,000
Training	-18,000
Telephone System Maintenance	-25,000
Repairs and Maintenance	-15,000
Machinery & Equipment	-7,200
All Other	-5,800
Total 2004 Budget	\$1,530,600

Staffing Levels (Full-Time Equivalent Employees - FTE) - Information Services

	2001 Actual	2002 Actual	2003 Adj Bdgt	2003 Actual	2004 Budget	Change 2003/2004
Regular	12.0	12.0	12.0	12.0	12.0	0.0%
Temporary Part-Time	0.5	0.5	0.5	0.5	0.5	0.0%
Intermittent Part-Time	1.3	1.3	1.3	1.3	1.3	0.0%
Total FTE	13.8	13.8	13.8	13.8	13.8	0.0%

Table 3-9. Finance and Information Services Department Performance and Workload Indicators

	2001 Actual	2002 Actual	2003 Forecast	2003 Actual	2004 Forecast
Utility Billing					
Total Customers	16,662	17,255	17,850	18,085	18,600
Payroll					
Number of Employees Paid (per W-2 count)	1,094	1,058	1,100	1,089	1,100
Print Shop					
Mail Machine Production	267,134	287,811	300,000	337,000	350,000
Operations					
Number of Accounts Receivable Billings	1,891	1,728	1,778	1,802	1,830
Number of Vendor Checks	10,987	10,939	11,000	11,186	11,500
Information Services					
Calls for Service	2,035	2,014	2,100	2,236	3,000

Table 3-10. Finance and Information Services Position Listing (Sheet 1 of 2)

Grade	Title	2001 Actual	2002 Actual	2003 Budget	2003 Actual	2004 Budget
Finance Division						
M49	Finance and Information Services Administrator	1.0	1.0	1.0	1.0	1.0
M38	Fiscal Services Director	1.0	1.0	1.0	1.0	1.0
M25	Finance Analyst Supervisor	3.0	3.0	3.0	3.0	3.0
A18	Accountant	1.0	1.0	1.0	1.0	1.0
N16	Finance Analyst III	2.0	2.0	2.0	2.0	2.0
A13	Grant Accountant	0.0	0.5	0.5	0.5	0.5
A13	Grant Accountant (LT)	0.5	0.0	0.0	0.0	0.0
A13	Accounting Supervisor	1.0	1.0	1.0	1.0	1.0
A13	Utility Accounts Supervisor	1.0	1.0	1.0	1.0	1.0
N13	Finance Analyst II	1.0	1.0	2.0	1.0	1.0
N13	Finance Analyst II (LT)	1.0	1.0	0.0	0.0	0.0
N11	Administrative Secretary II	1.0	1.0	1.0	1.0	1.0
N10	Accounting Technician (Payroll)	1.0	1.0	1.0	1.0	1.0
N10	Finance Analyst I	0.0	0.0	0.0	1.0	1.0
A09	Accounting Assistant IV	1.0	5.0	5.0	5.0	5.0
A07	Accounting Assistant III	3.0	0.0	0.0	2.0	2.0
A05	Accounting Assistant II	3.0	2.0	2.0	0.0	0.0
Total Regular Staffing		21.5	21.5	21.5	21.5	21.5
Total Finance Division		21.5	21.5	21.5	21.5	21.5

Table 3-10. Finance and Information Services Position Listing (Sheet 2 of 2)

		2001 Actual	2002 Actual	2003 Budget	2003 Actual	2004 Budget
Grade	Title					
Information Services Division						
M34	Information Services Manager	1.0	1.0	1.0	1.0	1.0
A32	Network Systems Supervisor	1.0	1.0	1.0	1.0	1.0
A30	Application Support Supervisor	1.0	1.0	1.0	1.0	1.0
M30	Information Systems Supervisor	1.0	1.0	1.0	1.0	1.0
A24	Technical Support Coordinator	1.0	1.0	1.0	1.0	1.0
A24	Sr. Network Systems Specialist	1.0	1.0	1.0	1.0	1.0
A21	Systems Analyst	1.0	1.0	1.0	1.0	1.0
A20	Network Systems Specialist	1.0	1.0	1.0	1.0	1.0
A13	Print & Mail Coordinator	1.0	1.0	1.0	1.0	1.0
A10	Form/Graphic Technician	1.0	1.0	1.0	1.0	1.0
A09	Accounting Assistant IV	0.0	1.0	1.0	0.0	0.0
A07	Print & Mail Operator	1.0	1.0	1.0	1.0	1.0
A05	Accounting Assistant II	1.0	0.0	0.0	1.0	1.0
Total Regular Staffing		12.0	12.0	12.0	12.0	12.0
	Temporary Part Time	0.5	0.5	0.5	0.5	0.5
	Intermittent Part Time	1.3	1.3	1.3	1.3	1.3
Total Information Services Division		13.8	13.8	13.8	13.8	13.8
Total Regular Staffing		33.5	33.5	33.5	33.5	33.5
	Total Temporary Part Time	0.5	0.5	0.5	0.5	0.5
	Total Intermittent Part Time	1.3	1.3	1.3	1.3	1.3
Total Finance and Information Services		35.3	35.3	35.3	35.3	35.3